

# **Hawai'i County Workforce Investment Board (HCWIB) Quarterly Report to the WDC**

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Compiled by: Michelle Arima

## **1) Summary**

Significant impacts are being made to our community through the hard work of the HCWIB. The Adult, Dislocated Worker, In-School and Out-of-School Youth providers attended the last HCWIB meeting to share success stories from their WIA programs. It was extremely beneficial and important for members to see the results of the decisions they make and how we all contribute to our participant's successes. All of us working together are continuously making our community better every day.

WIOA emphasizes the importance of connecting job seekers and workers with the needs of employers and the regional economy. HWCIB sent a representative to the Supporting Sector Strategies: San Francisco Convening on January 8th and 9th co-hosted by ETA's San Francisco and Dallas Regions. This powerful conference provided many useful tools. The lessons learned will be implemented by our Sector Strategies Committee. This will allow us to focus on solving problems faced by other workers and businesses and proactively integrate sector strategies into our WIOA development.

## **2) Individual WIA Programs**

### **Workforce Development Division - Adult Program:**

Due to PY 13's sequestration, transfer of unexpended funds from Oahu, and a surplus of \$20K from our local formula allocation, there are additional funds carrying forward in PY 14. This has resulted in attaining 70% of our yearly goal or 118 enrollees from our planned goal of 168 (targeted goal: 84)

Unemployment rate for Hawai'i County November 2014 was 5.1% and the State was at 4.0%. Compared to the same time last year, Hawaii County was 6.3% and the State was 4.7%.

With the improved economy has come an increase in placements and new opportunities for job seekers. Yet, there is no shortage of eligible individuals/consumers seeking job training and other related Adult services. Interestingly, there has been an influx of older individuals (60 and older) interested in training and planning to reenter the labor market.

Also, demonstrated, is an increase pool of welfare recipients needing to participate in activities as part of their benefit requirements. Our ongoing iCAN Classes, contextualized remediation modules, co-located at Hilo WDD allow many of our Adult Program Participants to enhance their basic academic skills. Emotional and touching Completion Ceremonies are held quarterly where personal testimonials reveal life-changing experiences and dreams!

Participants actively participated in a very successful Job Fair coordinated by the Big Island Workplace Connection on Oct. 30, 2014.

Going Home Consortium participants are given opportunities to enter our Adult Program for additional training and intensive services.

Recently, a partnership with Lokahi Treatment Center's Halfway House (located a block from WDD) has enabled these residents to seek Core and Intensive Services from WIA staff.

Continue to work with new ETP Lai O'pua and HCC on certified nurse aide classes for WH. Recruitment of participants and job placement for participants who complete classes.

WDD houses Hawaii Community College staff involved with the C3T program. WDD is anticipating that Hawaii Community College will require approximately 10 desk spaces which will help defer costs on rent etc. conserving overhead cost usually associated/shared with the WIA Adult program.

As of February 2015, joint UI and WDD informational sessions and job readiness workshops will offered those adversely affected by the June 27, 2014 lava flow. Several have been assessed as eligible Adult Program participants.

Through a one-time ETF Grant, WIA staff is working in conjunction with our Adult staff with regard to foster youth, adjudicated and disenfranchised youth. The primary purpose of this grant to establish an infrastructure of these youth to increase access to one-stop services and resources.

WIA supervisors and staff attended Financial Education and Customized Employment Training on Oahu to broaden options for our participants. Special emphasis was on eligible participants with disabilities.

Jan. 23, 2015: participated in iCAN Completion Ceremony (Adult Participant graduated; received C.N.A. credential and found employment)

Feb. 6, 2015: Commenced with Job Readiness Workshops at Kea`au ROSI

### **Workforce Development Division - Dislocated Worker Program:**

Even as our local economic steadily improves, there remains pockets of plant closures due to a variety of reasons. Hawaii Tribune Herald, W. Hawaii Today, and 19 other employers of two major shopping centers in Puna have all experienced multiple layoffs that exponentially increased our DW population.

As a result, our enrollment goals for the entire PY 2014 have been met (or 98 enrollees from a projected annual goal of 92)

There continues to be an increased desperation in our participants' job and career choices and desire for immediate employment vs. education enhancement. However, due to the economic realities, many have opted to enroll in courses at the Hawaii Community College and at the University of Hawaii at Hilo Campus.

Administrative medical assistant and medical billing have been the popular training choices as well as certified nurses aid and computer courses.

Participants actively participated in a very successful Job Fair coordinated by the Big Island Workplace Connection on Oct. 30, 2014.

Rapid Response staff have been working in close alignment with our Dislocated Worker staff to service the sudden influx of the following Dislocated Worker population:

The sudden layoffs of approximately 94 employees at the Malama Market Shopping Center and an adjacent shopping complex resulted from a lava threat in late 2014. Most have been transferred to other locations outside of the Puna District leaving these 94 laid off workers. Recently, Longs Drug and Ace Hardware have decided to reopen and rehire all of its employees due to the absence of a threat. These remaining dislocated workers will be offered joint UI and WDD informational services and job readiness workshops at the Rural Outreach Services Initiative (ROSI) in Kea`au.

The results of the Puna Lava Flow and Hawaii Tribune Herald changing ownership created an inordinate pool of eligible dislocated workers. The DW program participated in rapid response services for both situations.

Hawaii Community College's Rural Hawaii (C3T2) has intermittent presence at the Hilo one-stop location and offering various "green" and "information tech" modules. Further, it offers our participants invaluable options to challenge HawCC courses to gain credits without expending valuable funds and/or time.

Feb. 6, 2015: Commenced with Job Readiness Workshops at Kea`au ROSI.

### **Goodwill Industries – Out of School Youth Program:**

**Number Served:** The Ola I Ka Hana Program is serving seventy-two (72) older and younger youth program year 2014.

#### **Highlights:**

##### **Readiness Workshop-Resume/ BIWC Job Fair**

- Youth created resumes, cover letters and master applications in preparation for the Hilo Job Fair.
- Youth also spent time peer reviewing fellow students' resumes to provide suggestions for improvements.
- Hilo Job Fair at Aunty Sally's sponsored by Big Island Workplace Connection
- Youth were exposed to over 25+ organizations learning about employment information, services and career education programs.
- All youth had their Job Readiness folder which included copies of their resume, cover letter and mock application.
- Youth were given the opportunity to complete job applications on site and hand in resumes and cover letters.

##### **Employment Experts- Human Resource Manager**

- Presenter provided an overview of the company and eligibility process.
- Participants were tips on writing a successful resume and cover letter
- Participants were offered temporary and part-time employment based on their qualifications and skills.

##### **Understanding Your Paycheck**

- Youth Specialist created a worksheet to help youth understand the language and layout of a paystub.

- At the end of the activity youth were able to identify and calculate a pay rate, hours worked per pay period, total deductions along with gross and net pay. Youth learned how to calculate overtime pay and vacation accrual using sample scenarios.

#### **RIASEC- Career Pathways**

- Youth were provided with a career pathway assessment to complete based on their interests.
- Categories included; Realistic, Investigative, Artistic, Social, Enterprising, and Conventional.

#### **Career Development with Altres-Staffing**

- All youth learned that Altres Staffing helps individuals find both temporary and permanent placement opportunities.
- Presenters explained how the organization helps job seekers as well as, business customers.
- The entire class was given tips on what they look for as the Human Resource Department as they review resumes, and first impressions.
- Participants were given a pamphlet from Altres Staffing and were told to apply for open position (industrial, medical, office and technical) in which they recruit employment.

#### **Driver's Permit (Study Session/ Practice Test)**

- Youth Specialist went over a 200 question driver's education pre-test with youth to help youth get familiar with questions they may face in a driver's permit test.
- Youth Specialist provided scenarios and diagrams to help youth apply knowledge they were gaining.
- Youth Specialist created a permit practice test to help prepare interested individuals.

#### **B Health Unit**

- Youth are able to learn about Nutrition & Diet, Health & Wellness practices, Chronic Diseases, Substance Abuse, Family Violence, First Aid along with Health and Emergency Resources.
- Students participated in their Final Project of preparing a healthy dish. Students made fruit salad, chicken and kale salad, poke, fresh fruit and soybeans.

#### **Kona Airport Fire Station – CPR class**

- Under the direction of Captain Fukushima and Lieutenant Sasaki, youth were able to learn and practice CPR techniques. Youth worked on a mannequin that showed a double green light if they were pushing hard enough or a red or orange light if they weren't. After the class youth were able to tour the new fire station, inspect and sit in the fire engines and try on the equipment.

#### **Excursion to District Court**

- Participants spoke to District Court, Judge Harry F. and learned about the responsibilities and decisions a judge displays while in court. Participants then sat in a court room and listened in on all the pending cases.
- Youth met with Criminal Prosecuting who informed the youth on the duties of a criminal attorney.

#### **County Council Meeting**

- Participants attended the County Council Meeting for the month of November
- Youth were able to listen to the discussions about prohibiting smoking in certain places and the use of electronic smoking devices.

**Sign Waving** - Ola Participants waved the posters they created to encourage citizens to vote

#### **Family Programs Hawaii**

- The Why Try curriculum is used for the high school PEAK Sessions (youth 14-19 years of age). Research has shown that after youth participate in this curriculum, they reduced their substance use and number of unprotected sex acts. Since then the program has been adapted for youth in high-risk situations in Hawai'i.

#### **Domestic Violence Peer Presentations**

- Youth completed a peer presentation on the issue of domestic violence.

#### **Community Service Learning Project (CSLP) - Graffiti Cleanup at Goodyear**

- All youth participated by painting on 3 walls that contained graffiti.
- This CSLP was intended to raise awareness about illegal graffiti and to provide opportunities to clean up graffiti.

#### **Kealahou High School-Community Garden**

- Cleared weeds and debris, cut grass and planted seeds in the Community Garden in collaboration with the KHS Agriculture and Culinary students
- Received lesson on Garden-to-Table Sustainability by culinary teacher. Also, learned how to produce and market "value added" products from your organic garden. Al fresco cooking demonstration by Guest Chef Fish using vegetables grown in the garden, meat hunted by Agriculture/Auto Shop teacher, Chris Ibarra and spices acquired by Chef from Jamaica and blended into a spice rub (jerk). Sustainability in practice and a great lesson on how to eat healthy without sacrificing taste!

#### **Community Service Learning (CSL) - Feeding the Homeless.**

**Free Luncheon & Community Resource Fair at Wailoa State Park**

- This event was sponsored by HOPE Services, as part of the National Hunger and Homeless Awareness Week.
- Ola youth registered to help with the serving of drinks to individuals being fed.
- Once the serving began participants were assigned tables to serve juice and water ensuring adults and children were hydrated while eating lunch.

**Fieldtrip to UH Community College Kealahou**

- Tour of Campus & Presentation by Admissions

**Fieldtrip to Career & College Fair – Waikoloa Marriott –**

- Students were tasked with collection information from 5 colleges or vocational programs and 5 employers that will accept and adult school diploma. There were over 200 participants/vendors at the fair.

**Guest Speaker B. D. (Governor Neil Abercrombie's representative)**

- She spoke on the election process and the local election districts and issues as well as her own experiences in politics and her career

**Mentoring program using the “Why Try?” curriculum**

- Youth learned about addressing Automatic Negative Thoughts (ANT)
- Youth then worked on the Why Try journal and discussed the importance of character and heart, who they can reach out to and strong think techniques.

**Teen Outreach Program (TOP)****Introduction to Romantic Relationships: Remembering Romance/ Influences on Love**

- This lesson was intended for Youth and peers to identify common characteristics of a best friend and romantic partner. Also, be able to talk about thoughts, feelings and behaviors of someone with romantic feelings for another person.
- This lesson is for youth to begin examining the different messages they have been given about love and romantic relationships as a child that might affect the messages they are receiving today. Youth were given a handout “What messages have you received about love” which later were discussed with the entire class

**Fieldtrip to NELHA (Natural Energy Laboratory of Hawaii Authority) and Abalone Farm**

- Participants were given a virtual tour/lecture on renewable energy on the Big Island. Youth learned that NELHA is a research supporter, business incubator, and assists with economic development. President of Friends of NELHA talked about how the OTEC (Ocean Thermal Energy Conservation) system works and uses deep sea water to provide energy and water to sustain the lecture building and park facility. Then at the Abalone farm participants learned about Japanese Ezo abalone and how 50-60% live abalone are shipped to Japan on a regular basis. Youth were able to see how they grow, taste the algae that they feed on, see how they are packed and even got to touch and taste abalone.

**Improving Lives**

After completing her IPP and ISS, a participant identified her career choice. She informed her Youth Specialist that she was interested in becoming a Medical Administrative Assistant. The Youth Specialist helped the participant to explore the different organizations and schools available in Hilo. Once the participant identified a certified school – Hawaii Institute of Healthcare & Training Services (HIHTS), the Youth Specialist assisted the participant in completing the enrollment packet. The participant was able to attend classes at HIHTS with financial support from Ola. This participant has received a certificate from HIHTS as a Medical Administrative Assistant and is currently employed full-time for a respected doctor in Hilo.

**Participant J.K.** completed the Hawaii Institute of Health Care and Training Services (HIHTS) Professional Nurse Assistant Training Program and is scheduled to take her State Exam with PROMETRIC on November 7 which will lead her to become a Certified Nurse Assistant (CNA)

**Participant S.M.** obtained employment at Dr. Allan Marks Pediatrician office as a Medical Administrative Assistant. Sheila will be doing clerical work and administering shots for children.

**Participant T.B.** completed 100 hours of CWEP employment experience at Hot Topic and completed Phase II of the CB Program.

**Collaborations or makes referrals to:**

The Ola program's ongoing collaborative relationships include BISAC, Ke Ala Pono –Drug Intervention Program, Hilo Community School for Adults, East and West Hawaii High Schools, Big Island Martial Arts, Boys and Girls Club Community Garden, Yoga Centered, GIH Waiver/ Adult Day Health Program, Yoga and Meditation Club, Alu Like, Na Leo Public Access Television Station, Regency Retirement Home Kona, Kaloko Auto Body, Men of Pa'a, Hilton Waikoloa Village, Puna Geothermal Ventures, Mokupapapa Discovery Center, UHH PACRC, Ka Wai Ola O Umauma: Community Sustainability Institute NELAH, Pana'ewa Zoo, American Lung Association, Hawaii Community College, Hawaii Fresh Products, Lava 105, Lihikai Hawaiian Cultural Learning Center, Hilo Medical Center, Dodo Mortuary and Native Flesh.

## **Paxen – In School Youth Program:**

Currently servicing an enrolled total of fifty-seven (57) participants.

- Began Work Readiness Classes for 7 new participants for PY 14-15.
- Assisted participants with attaining a Workers permit
- Assisted participants with filling out Employment applications utilizing SM laptop and hotspot
- Conducted 3 Running Start informational Workshops for Spring 2015
- Worked with DOE counselors to ensure Senior participants are on track for graduation & created a plan of action to assist participants who are not on track
- Case managed participants regarding their mid-quarter grades for 2<sup>nd</sup> quarter.
- Paxen assessed participants' school day & after school activities to see what their "free time" consists of. After which, options of Unpaid Work Experience is given to participants depending upon their interests based off of the COPS and their availability. This is done continuously through their participation with Paxen.
- Weekly emails of "employment listing" to each participant with Paid employment opportunities out in their locale.
- Began seeking out Work Experience sites for the 7 new participants for PY 14-15. These participants will be gaining work experience during Christmas break and Spring break. Their interests are in the Prosecutor's Office, UH Hilo Nursing School and UH Hilo Marine Science Department.
- Assisted participants with attaining a Social Security Card and State ID
- Assisted participants with filling out College applications
- Conducted early FAFSA document workshops
- Conducted 2 Running Start informational Workshops for Spring 2015
- Met with local farm owners for work experience possibilities
- In-School Youth (ISY) are presented with options and given informational flyers regarding various training programs offered from Hawaii Community College.
- In-School Youth (ISY) are referred to Alu Like, Inc. for employment and educational service training opportunities that are offered year-round.
- Participants are provided with information about Workforce options through the adult WIA program as applicable.
- Participants are informed of upcoming Career Fairs located island wide where Paxen staff introduces the participants to various potential employers (on-site).
- Discussed courses required for employment and the availability of jobs in the participant's career interest according to local job markets.
- Participants who show interest in occupational skills training are provided assistance with referral, enrollment and barrier resolution planning.
- Many of the ISY either attend a 2-4 year college or are placed into employment after graduation. Paxen utilizes work experience and job shadowing options to expose the participant to the career pathway they have chosen in order to ensure a proper fit prior to Occupational Skills Training
- Per Paxen, the top 5 occupations with the highest projected annual percentage change in openings between 2010 and 2020 in Hawaii County are as follows:
  1. Hazardous Materials Removal Workers – an increase of 5.6%
  2. Carpenter Helpers – an increase of 5.5%
  3. Team Assemblers – an increase of 4.6%
  4. Airline Pilots, Co Pilots & Flight Engineers – an increase of 4.6%
  5. Agricultural Equipment Operators – an increase of 4.4 %

With this knowledge Paxen staff will implement career workshops into future programs for participants that are related to the top 5 occupations listed above to assist with career pathway decisions.

- Participants receive training on navigating through the Hirenet Hawaii site to utilize various tools such as Career Explorer, Career Tips, Career Informer, etc.
- The last book in our curriculum that is presented to participants is entitled Green Jobs. This particular curriculum introduces the participants to various green job career pathways in various industries such as transportation, energy and construction. Current job trends in those three industries in our local area shows that there are 520 construction laborers, 17 solar maintenance repair technicians and 137 farm workers/laborers.
- Transportation has been a barrier for many participants not only those who may want to enroll in Occupational Skills Training but also Work Experience/Employment opportunities,. One possible solution to this Paxen has recently acquired the ability to purchase bus tickets (10 tickets for \$7.50) and is able to distribute these tickets to our participants enabling them to be able to travel to various locations throughout the island.
- Paxen has interviewed potential candidates for a part-time case manager in East Hawaii and has opened a job announcement for a part-time case manager position in Kona.
- Several Letters of Recommendation for participants seeking scholarship opportunities have been completed.
- Several participants were assisted in registering for their Spring 2015 classes with Hawaii Community College.

## **Improving Lives**

- Site Manager (SM), J.R., met with JC at the Workforce Development Office where the site manager gave JC a belated birthday present, which was a t-shirt. JC was absolutely heartfelt and started to cry and thanked the site manager as he did

not get any presents for his 18th birthday. JC informed the site manager that he was homeless and living in a car that he got from a family member. JC told the site manager that the car was legal but that he got two tickets for not possessing a driver's license. The site manager told JC that he needed to make sure that he pays those tickets, even small payments as he does not want to add going to jail as another barrier to an already difficult life. The site manager gave JC information about Hope Services but he said that he would rather not go there because they are too strict. The site manager told JC that he needs to work on getting a driver's license so the site manager met with JC at the Social Security office where the site manager was able to assist JC in getting a duplicate Social Security card to be mailed to the site manager since JC does not have a post office box or mailing address. The site manager told JC that once he gets his Social Security card that the site manager would assist him with acquiring a State of Hawaii Identification Card. JC will not be able to get his driver's license until he clears his outstanding tickets. The site manager then assisted JC in completing a SNAP application and walked with JC over to the Department of Human Services office where the site manager sat in the interview with JC. JC was able to get \$332 in food stamp benefits starting in January 2015. The site manager was able to give JC information about several churches in Hilo that offers free meals and baths. The site manager will contact JC when his original Social Security Card comes in the mail. The site manager also assisted JC with completing a Section 8 Housing application and JC is currently on the wait list.

- Participant ST shared that she was interested in working with younger children. She also was accepted into the Early Childhood Education program at Hawaii Community College for the next semester. During a case managing session, CM and ST discussed her "free time" after school and the opportunities available to attain Unpaid Work Experience at either the A+ after school program or the Boys & Girls Club Program near her home. CM gave her detailed information on times and ages at both sites. ST decided that she would like to gain unpaid work experience at the Boys & Girls Club. She enjoyed the experience she gained and has continued on with her plans in attending Hawai'i Community College majoring in Early Childhood Education. She also has plans to see how her first semester goes, but would like to continue gaining work experience in the early childhood education field.

#### **Collaborations or makes referrals to:**

Continue to work with Office of Housing, Rainbow Friends Animal Sanctuary, Public Library System, Department of Human Services, First to Work Program, Child Welfare Services, BISAC, Leo's Club, Key Club, Court System, Mental Health Services, Child and Family Services, Workforce Development Offices, Hui 'Ana, HCEOC, University of Hawaii system, Hilo and Kona Community School for Adults, Judges, Public Defenders and Probation Officers, Therapists, Staff from Hilo High school, Kea'au High school, Hawaii Academy of Arts and Sciences, Pahoa High School, Kamehameha Schools, Ka'u High school, Konawaena High school, Hilo High School and Kealahou High School, UH Athletic Department, UH Nursing Department and local businesses (Oceanic Time Warner Cable, Shaka, Hana Hou Restaurant, Boys and Girls Club, HOVE Loggers, etc).

#### **Big Island Workplace Connection (BIWC) One-Stop Activities:**

BIWC held a very successful Job Fair. Over 500 attended the job fair, including participants from the Youth Programs. A few employers even ran out of applications. BIWC members ran out to make copies for some while others had staff bring them more. Many employers informed BIWC Partners that they got a lot of good connections and were excited about the amount of applicants they had. We heard feedback from a few employers stating that this was the best job fair they have participated in. We plan to do this annually, every October.

In 2014, our Big Island Workplace Connection, in partnership with Hawaii County's Ho'owaiwai Network, continues to pursue Asset Building and Financial Education as an integral components to our job candidate's overall employment plan.

### **3) Other Items/Programs**

**Wagner-Peyser** –This labor exchange program remains the primary gateway to most employment and training programs at our WDD local offices and the physical sites of the Big Island Workplace Connection. Here, Core and most Intensive Services are performed in partnership with WIA, REA, ETF, Rapid Response, National Emergency Grants, Public Safety Job Placement Disability Employment Initiative, Welfare-to-Work, Food Stamps Employment & Training Programs, C3T1 and Rural Hawaii (C3T2) Programs.

Specific partnership initiatives during this period include, but not limited to:

- Nov. 14, 2014; attended State Reentry Commission Meeting on Oahu
- Nov. 21, 2014: Aerospace Symposium in W. HI. Promotion of S.T.E.M. occupations and careers, suborbital ventures in West Hawaii, specific astronomy opportunities
- 12/11/14 Meeting with University of Hawaii representatives and community stakeholders on the shared vision for higher education, Palamanui, and prioritization based on workforce needs
- Dec. 2014: coordinated Going Home Employer Recognition Luncheon

- 4) **Other: HCWIB Quarterly Meeting:** The HCWIB held its quarterly meeting at on Wednesday, November 19, 2014.